

# ROU Brief - 6/26/96

For: AVP/RSM/RBM/ROM/KAM/AM/RM-DFM/AE/MC/PC/PRC/SC

## FSC-113-A

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### ROU DETAIL

#### ➔ Office Expense

All vouchers sent to Disbursements Accounting in Winston-Salem payable to hotels, restaurants or employees must have the following:

- General Ledger Code (15-digit code)
- Proper Approval
- Back-Up (receipts, etc.)
- Business Purpose

This is in accordance with R. J. Reynolds company travel/entertainment policy.

Program Contact: Nina Scales, Disbursements Accounting, extension #3437

#### ➔ SMS Orders for Wood Modules

To ensure wood fixtures and optional item orders are filled and shipped together, Materials Coordinators must select the PF10 Function in SMS after all items have been entered in an order.

Program Contact: Deborah Jones, extension #5875

#### ➔ SALEM POS

In support of your SALEM matching strategy efforts at retail, pricing POS will be available to all regions on open order beginning July 8, 1996.

Description	Item #	SKU Packing
Counter Display Riser Card	503114	1/SKU
Dump Bin Riser Card	503120	1/SKU
Wobbler	503123	1/SKU

Program Contact: Steven O'Leary, extension #3466

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➔ **Military Markets - Unsaleable Management Guidelines Manual**

The Unsaleable Management Guidelines Manual was inadvertently mailed to all military direct list customers and Military/Duty Free Managers. The manual was developed and is intended exclusively for the civilian market; therefore, Military/Duty Free Managers should continue to adhere to the military return goods policy which is specifically outlined in the Military Manual for each brand of military service.

To minimize confusion in military accounts that received the manual, Field Sales personnel should attempt to recover the manuals during normal coverage and return the recovered manuals to your ROU where they can be used as back-up. Wherever necessary, be sure to notify your military accounts that the books were sent in error.

Program Contacts: Richard Beck, extension #2232  
Julie Grout, extension #3052

➔ **Wholesale Partners Program (July-December 1996)**

• **Enrollment Form**

As communicated in May, each Direct account participating in the Wholesale Partners Program (July - December 1996) must sign an "Enrollment Agreement" form. Once the form is signed and all critical information is completed, you should fax the form to MSA at **1-412-362-7923**.

If you are unable to get the Enrollment Agreement signed prior to July 1, it is necessary that the form is **dated July 1, 1996** in order for RJR to assume ownership and process all data submissions.

**Points to remember:**

- Data cannot be processed unless the Enrollment Agreement is received by MSA.
- MSA cannot process data received prior to the date shown on the Enrollment Agreement.

• **MSA Weekly Sales Data Submission Processing/Administration**

Beginning July 1, MSA will provide data reporting information to RJR account personnel for any Plan A participant by calling the toll free number **1-800-230-9372**.

RJR account personnel and Plan A participants will be contacted by MSA (via phone, voice mail or fax) when the following conditions exist:

- **Recurring Errors**: Account has the same type of data error being submitted week to week making it impossible to process the data file until the account provides corrections or re-submissions.
- **Skipped/Missing Weeks**: Account has sent data once, but is missing 3 or more weeks of data.
- **Inconsistent Data Reporting Patterns**: Account sends 2 weeks of clean data then sends 3 or more weeks of bad data which cannot be processed.
- **Missing Inventory**: Account has not provided inventory as required.

RJR Field Sales calls to MSA should be limited to Direct Account Data Status inquiries.

Program Contact: Julie Huneycutt, extension #7754